



Supergroup Scenario Framework

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1 International dialing for business units

- All international dialing requests need to be approved by Ashin or Ronald from SG IT..

2 New equipment or replacement equipment

- These requests need to go to Ashin or Ronald depending on the business unit, they need to provide approval and then they will send it to the relevant department at ICTGlobe to action.

3 Recordings Required

- The recordings are managed by Supergroup, and all requests need to be send to either Ronald or Ashin in relation to the Protection of Personal Information Act (POPIA). If the request is approved, the relevant company will be notified, and the request will be logged to action

4 Require new IVR or IVR Changes

- As per point 3 of this document, new or changes to IVR's needs to be approved and communicated by either Ronald or Ashin,

5 Logimeter Issues

- If you receive a call from a dealership or branch for something that needs to change regarding any Logimeter setup, SGIT needs to get the appropriate internal approvals. Logimeter would then provide the required information and. DIDs. Once the needed actions were established and if needed, ICTGlobe will be requested to provide additional DIDs or be informed of any routing changes to be done.

6 Logging Tickets

- Please remember not to include any personal emails when logging tickets to ICTGlobe (supergroup@ictglobe.com), this may result in issues with the ticket system.

7 Steps for diagnosing connectivity FLM

- Check the power to our specific equipment on-site is on and confirm the lights that is burning. Examples of equipment includes a MikroTik router board and wireless link or fibre router.

8 Steps for diagnosing telephony FLM

- Make sure the phone is plugged in and is on.
- Make sure the phone is getting a DHCP address from the network if it is not then you will need to contact the SG IT network team.
- If it is anything else apart from the above, a call can be logged with ICTGlobe.
- When logging faults related to Hardware issues, please ensure that all the relevant information is provided. For example, phone mac address, person's name, extension number, IP Address.

9 Contact Details

Global Services Desk – 086 199 9300

Dedicated Email: supergroup@ictglobe.com